SARANYA BALAJI
Lead Business Analyst/Agile coach

Seasoned Business Analyst and Expert Agile Coach - Certified Scrum Master (CSM®) offering a substantial depth of expertise. With over 9 years of experience in the industry, I excel in Elicitation, Stakeholder Collaboration, Requirement Gathering and Analysis, Project & Software Development, as well as Digital Decoupling in the realms of Retail & Manufacturing sectors. Furthermore, I bring a wealth of insight into Web/Mobile Application Testing, garnered from healthcare and banking domains. My expertise spans both traditional waterfall and agile models. Backed by strong communication, interpersonal finesse, analytical prowess, team-building acumen, and robust problem-solving abilities, I can steer intricate projects and foster seamless collaboration to achieve successful outcomes. My adept organizational skills further enhance my ability to excel in these roles.

Contact

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in https://www.linkedin.com/in/saranya balaji2689

🌐 https://saranyabalaji2689.github.io/Profile/Profile.html

Education

- Pursuing Post-Graduate Certificate in Cybersecurity Operations, at York University, Canada (2023-2024)
- Post-Graduate Certificate in Business Administration, Algoma University, Canada (2022-2023)
- Master in business Analytics (MBA), Bits Pilani, India (2020-2022)
- Bachelor in electrical and electronics Engineering, Anna University, India (2007-2011)

Expertise

- Agile development and Best practices
- Agile Frameworks
- Vendor Management
- Requirement gathering
- User stories
- Business case
- Problem-Solving
- Root cause analysis
- User acceptance testing and product testing
- Software packages: MS Office including Outlook and Project Microsoft Word, Excel, Visio
- Atlassian Suite - Jira, Confluence, Bitbucket, QC
- SQL, C, C++, Python

Certifications

- Certified Scrum Master® (CSM®)
- ISTQB Certified
- Tosca Automation Specialist Level 1 & 2

Experience

June 2022 - August 2022

PricewaterhouseCoopers (PwC) | Bangalore, India
Lead Business Analyst/Agile coach

- Achieved a 10% increase in customer satisfaction throughout project tenure while consistently delivering projects on time and below budget.
- Rapidly boosted Team velocity by 15% within a brief timeframe, while simultaneously reducing technical debt by 10%.
- Led and mentored Agile teams to ensure the timely and budget-conscious delivery of high-quality software solutions, employing essential Scrum techniques and Agile practices including sprint planning, daily stand-ups, sprint reviews, and retrospectives.
- Provided guidance and coaching to two product owners on effective product backlog grooming and management resulted in overall efficiency and effectiveness of the build process and in turn product.
- Conducted backlog refinement sessions for two Development Teams, supporting management with effective prioritization and decision making.
- Played a crucial role in supporting an 11-member team during their first Scrum project, including leading the Sprint Review process.

March 2015 - May 2022

Mindtree Ltd | Bangalore, India
Business Analyst/Scrum master

- Achieved a 50% reduction in time to market for new products through the implementation of agile methodologies.
- Spearheaded the deployment of a new customer feedback system during my tenure, resulting in a noteworthy 25% increase in customer satisfaction.
- Collaborated with relevant stakeholders to influence project scope, design, and outcomes, ensuring the successful completion of assignments.
- Proficient in preparing comprehensive Business Requirement Documents, Functional Specification Documents, performing Gap & Impact Analysis, creating thorough documentation, and crafting user stories.
- Created effective test scenarios utilizing Use Cases and Business Rules while collaborating closely with the development team to address customer issues promptly.
- Demonstrated adeptness in managing project stakeholders, meticulously preparing and upholding Project Plans, and schedules.
- Orchestrated the development of task plans, encompassing the coordination and scheduling of team members' activities to produce timely high-quality deliverables.

Jan 2012 - Sep 2014

Igate Global Solutions | Bangalore, India
V&V Engineer

- Created Test Strategy documents, outlining comprehensive testing approaches.
- Developed and reviewed Test Cases and Test Conditions aligned with requirements while actively engaging in understanding business needs.
- Contributed to both Functional and User Acceptance Testing thus to meticulous product evaluation.
- Engaged in Unit/Integration and System Testing, rigorously assessing and testing resolved Bugs. Proficiently tracked and managed Defects using Quality Center.
- Formulated effective Mitigation plans and metrics documentation, enhancing quality assurance efforts.

Volunteering

November 2022 - May 2023 [Extendicare, Sault Ste Marie, Canada]

- Coordinated enriching events and offered assistance with meal services and virtual connections for senior citizens. Provided grooming assistance and orchestrated birthday celebrations for residents. Designed engaging recreational activities to uplift their spirits ensuring a positive atmosphere.

January 2023 - May 2023 [Algoma University, Sault Ste Marie, Canada]

- Offered guidance to newcomers by addressing their inquiries. Contributed to pantry tasks including food categorization, organizational responsibilities, shelf replenishment, and also aiding students.